



County of Los Angeles CHIEF EXECUTIVE OFFICE

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April 17, 2008

To: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

A handwritten signature in black ink, appearing to be "W. T. Fujioka", is written over the printed name and title.

STATUS REPORT ON DEPARTMENT OF HUMAN RESOURCES RECRUITMENT EFFORTS FOR CRITICAL VACANCIES

This is to provide a status on recruitment efforts to assist departments in filling critical vacancies. Department of Human Resources (DHR) has collaborated with departments to enhance recruitment efforts and establish eligible lists of candidates for departments to use in filling their critical vacancies. DHR has also assisted departments with selection and hiring efforts for specific positions in individual departments. Additionally, DHR has made significant progress on the new Intern programs designed to provide learning and training opportunities which prepare the Interns to compete for permanent County employment. Following is a summary of these major recruitment initiatives:

Probation Department Hiring

In mid January 2008, DHR was asked by my office to assist the Probation Department in hiring 210 new Detention Services Officers (DSOs), required to meet juvenile hall daytime child supervision staffing needs. DHR immediately assessed the recruitment, examining, and selection practices being used by Probation and made recommendations to expedite the process. A team of experienced DHR analysts worked onsite with Probation staff. The goal of 210 was exceeded by March 31, 2008, with 157 DSOs being on assignment and 60 others in or scheduled to begin the Probation Department's Academy for DSOs. An additional 488 candidates are in various stages of the examining and clearance process to be considered for future vacancies.

Animal Care and Control Hiring

The Department of Animal Care and Control (DACC) was experiencing difficulty recruiting for 15 new Intermediate Typist Clerk positions at their Central Call Center. In October 2007, DHR was requested to assist the department in achieving their hiring goals. DHR assessed DACC's recruitment efforts and then assisted DACC in the hiring process, which resulted in filling all positions within two months.

Crime Laboratory Intern Program

DHR, the Chief Executive Office (CEO), and Sheriff's Department have worked together to implement the Crime Laboratory Intern Program at the new Hertzberg-Davis Forensic Science Center Crime Laboratory. This program is being integrated into the existing Countywide Community-Based Enterprise Education Program (C-BEEP). C-BEEP's 22 partnered universities will be the primary source of student interns. This program will broaden a student's understanding of the field of forensic science and provide opportunities for a future career in civil service. Program implementation is on target to begin in FY 2008-09.

Veterans Intern Program

DHR administers the Veterans Intern Program (VIP) that provides veterans on-the-job training and work experience enabling them to effectively compete for permanent County jobs. As of February 5, 2008, DHR's eligible lists contain 1,606 VIP candidates. As of April 11, 2008, County departments have reported a total of 343 hires – 50 on designated Veteran Intern items and 293 on various permanent items. Through DHR's efforts, County departments continue to display increasing VIP hiring activity.

Information Technology (IT) Recruitment

After administering Countywide surveys in 2007 for IT hiring, DHR found that significant needs exist for Information Technology professionals to support operational functions and advance the County's provision of quality service. DHR established a task force of departmental representatives to identify needs with regard to the IT recruitment, hiring, and retention process. To ensure that critical vacancies could be filled, DHR embarked upon an expedited plan in collaboration with several other departments (e.g., Chief Information Office, Internal Services, Public Social Services, Children and Family Services, Health Services, Sheriff's Department, Fire Department, and Mental Health) to establish eligible lists, specifically for the IT Technical Support Analyst and Network Systems Administrator series.

DHR also enhanced recruiting efforts by increasing participation in IT job fairs; streamlining the examination process through use of open continuous examinations, online filing, commentless Appraisal of Promotability for promotional exams; and developing an IT interviewer database.

During the latter half of 2007 through this year, DHR has opened and administered examinations for these and other IT specialty classifications. To date, there are 884 eligible candidates on various IT lists. A summary of the number of eligible candidates according to the IT occupational series is reported as follows:

- Application Development – 163 eligible names
- Information Systems – 427 eligible names
- Network Systems – 86 eligible names
- Technical Support – 208 eligible names

In addition to IT examinations administered by DHR, departments are also administering various IT exams for specialty areas. These departments include Internal Services, Public Works, Health Services, Assessor, Beaches and Harbors, Board of Supervisors, Fire, Probation, Public Health, Parks and Recreation, Public Defender, Auditor-Controller, County Counsel, and Treasurer and Tax Collector. These lists administered by departments are used by other departments to fill their vacancies.

Clerical Recruitment

The vacancy information submitted by departments in late 2007 identified numerous vacancies for Intermediate Typist Clerks (ITC) in County departments. DHR implemented several strategies to ensure that departments are able to fill these critical vacancies, including use of more focused recruitment resources (online and job fairs); development of a new written test that better assesses candidates; on campus high school and work source office testing; and increasing the number of weekly test administrations.

As a result, DHR has open continuous clerical exams with approximately 4,000 candidates on the cumulative eligible lists. DHR also established a sub-committee of DHR and Departmental HR Managers to identify additional areas of opportunity for improving the clerical recruitment and examination process, particularly in the Antelope Valley and Western parts of Los Angeles County, where vacancies have been difficult to fill.

DHR is currently administering the ITC exam in the North County area where applications are accepted and candidates are tested locally. To date, we have 348 eligible candidates on the ITC (North County) lists and 441 eligible candidates on the Intermediate Clerk (North County) list.

Countywide Youth Employment Program

DHR administers the Student Worker and the Career Development Intern component of the Countywide Youth Employment Program (CYEP).

- **Student Worker**
Four hundred forty-one (441) positions were funded at \$1.9 million allocated to departments. To date, 272 positions have been filled and 169 positions remain to be filled by the end of this fiscal year.
- **Career Development Intern**
Eighty-three (83) Career Development Interns were funded for a total of \$0.4 million. To date, 39 positions have been filled.

Upcoming Recruitment Projects

DHR continues to support various County departments to address multiple human resources issues through deployment of DHR's Impact Team and other DHR staff. The Impact Team is designed to assess, train, and make recommendations for more efficient HR operations in departments and quickly solve specialized recruitment challenges, such as the 210 Detention Services Officers hired for the Probation Department. Additionally, the Impact Team and other DHR staff have been tapped for other special projects, such as the DHS Nursing examination and Martin Luther King, Jr. Hospital staff transition issues. The CEO recently requested DHR to assist the Departments of Health Services, Mental Health and Children and Family Services. DHR will be working with the CEO and these three departments in the coming weeks to determine the best way to address their specific hiring needs.

Please contact Michael J. Henry, Director of Personnel, at (213) 974-2406 if you have any questions or need additional information.

WTF:ES
MJH:smh

c: All Department Heads